

Computer Workstation Policy

Section 1 - Definitions

(1) For the purpose of this Policy:

- a. Account - Secured personal access to facilities in the form of a username and password.
- b. AMU - Asset Management Unit
- c. CAUDIT - Council of Australian University Directors of Information Technology, an industry wide group of the IT Directors/CIOs of all universities in Australia and New Zealand together with universities in PNG and the South Pacific and major Commonwealth Research Organisations such as CSIRO and AIMS. Amongst other things, CAUDIT negotiates collective procurement agreements.
- d. Computer Workstation - Computer workstations at the University are classified as all personal computers, workstations, laptop computers, notebook computers, mobile computers and are labelled with an SCU asset number.
- e. Computing and telecommunication facilities - All facilities that are owned, leased and operated by the Technology Services.
- f. Custodian - Person who has responsibility of using the equipment.
- g. Faculty and Work Unit - As per the University organisational structure.
- h. Technology Services Baseline Service Level Agreement - An agreement provided by Technology Services to the University community which establishes and outlines the services Technology Services will provide free of charge in the areas of Audio Visual and Video Conferencing; Call Centre and Training; Computer Labs; Corporate Information Systems; Desktop Support; E-Learning; Email and Calendaring; Network Services; Web Services; and, Internal Enabling Services.
- i. Network - The University network hardware and the services working on the hardware or utilising the hardware to carry out tasks.
- j. Operating systems - Computer programs that are primarily or entirely concerned with controlling the computer and its associated hardware, rather than with processing work for users. Computers can operate without application software, but cannot run without an operating system.
- k. Peripheral devices - A peripheral device is anything that is attached to a computer workstation. E.g. Printers, scanners, multifunction printers, Personal Digital Assistants (PDA's) and personal backup devices.
- l. Preferred Supplier Agreement - An agreement between the University and Computer Vendors which minimises the number of suppliers that the university will do business with in order to obtain volume discounts on multiple purchases, improve delivery times, and reduce maintenance costs.
- m. Remote access dial-up - The service for accessing the University network from outside the University.
- n. SCU - Southern Cross University.
- o. Staff - Academic or professional staff employed by the University.
- p. System Administrator - An authorised person that has administrative rights to IT systems.
- q. University - Refers to Southern Cross University.
- r. User - Any person who makes use of any IT system, hardware or service from any location. Staff, student and University trainee, associate or partner and bona fide visitor.

Section 2 - Policy Statement

Part A - Policy Declaration

(2) The provision of IT plays an important part in the research, teaching and administrative functions of the University allowing technology to assist and enhance processes. Computer workstations are part of the process for delivering services to the University community.

(3) In an organisation the size of the University, there is a need to have a standardised computer environment to improve reliability and effectively manage the IT investment. With doing this, the university can offer greater benefits to staff in purchasing and support, form relationships with preferred suppliers and maximise buying power by negotiating discounts and minimising costs.

(4) With ever-increasing demand in technology it is important to maintain the computer equipment to provide the best working environment for the University community. By way of preferred suppliers the University is able to certify service and warranties and subsequently have the ability to manage equipment.

(5) This policy is supported by the Computing Conditions of Use Policy.

Part B - Policy Description

Objectives

(6) This policy seeks to:

- a. regulate computer purchasing and manage IT investment;
- b. effectively manage the way computer workstations are purchased, installed, supported, maintained and disposed;
- c. assist the university community in the process of choosing a computer;
- d. provide a foundation for the associated guidelines that informs the University community of their rights and responsibilities associated with computing equipment; and
- e. ensure services and warranties are adhered to by suppliers.

Scope

(7) This policy applies to all university computer equipment and its associated users.

Part C - Content and Implementation

(8) This Policy addresses detail necessary for the overall Computer Workstation Policy to operate effectively throughout the University. It covers the areas of:

- a. Computer Workstation Access and Availability;
- b. Computer Workstation Management and Monitoring;
- c. Computer Workstation Maintenance;
- d. Computer Workstation Support and Delivery;
- e. Computer Workstation Backup;
- f. Computer Workstation Advice and Assistance;
- g. Computer Workstation Training; and
- h. Computer Workstation Security

Part D - Access and Availability

(9) It is the responsibility of the relevant Faculty or Work Unit to provide an appropriate computer workstation to fulfil the job requirements.

Part E - Management and Monitoring

Purchasing Through Preferred Suppliers

(10) All computer workstations procured by and for the University will use vendors sourced under the Preferred Supplier Agreement. The Preferred Supplier Agreement offers reasonable choices, discounted pricing, and improved consistency and availability of product. Responsibility for maintaining competitive Preferred Supplier Agreement's will be with Director, Technology Services. Online pricing for computer equipment is available from the University Technology Services website.

Method of Procurement

(11) Procurement of computer workstations will be made in accordance with the University's purchasing policy and current financial arrangements.

Minimum Specifications

(12) Options and specifications for computer models will be available on the University Technology Services website. The minimum specifications will be outlined and maintained by Technology Services and purchases will be made accordingly. Minimum specifications offer protection against equipment not being fit for use in less than a three-year lifecycle.

Standard Operating Environment (SOE)

(13) The standard operating environment (SOE) will be installed on all University computer workstations.

(14) Technology Services will update the SOE as required.

(15) Refer to the Standard Operating Environment website information.

Computer Workstation Replacement and Trade-in

(16) Faculties and Work Units should make every effort to replace computer workstations more than three years old due to the risk of the equipment not being reliable for use or capable of supporting the University's SOE. Technology Services do not support or maintain out of warranty computer workstations.

(17) Faculties and Work Units purchasing a new computer workstation for current staff members will be required to surrender (or trade-in) an old computer. All purchases that add to the University's asset base or computer workstations will require a justification statement on the Purchase Order and approval by the Director, Technology Services.

Asset Disposal

(18) Asset disposal procedures have been established to facilitate the removal of obsolete computer workstations from the University's asset database and to establish effective procedures to erase information and data from the computer in preparation for trade and physical removal of equipment from the University. Before any request for computer workstation disposal and removal of data can be actioned, the Work Unit must fully comply with the disposal procedures as outlined in this policy. It will be the responsibility of Financial Operations to ensure procedural

compliance, with assistance from Technology Services.

Part F - Maintenance

Computer Workstation Warranty

(19) All computer workstations will have a three-year on-site warranty which is serviced by approved local vendors with certified computer support staff ensuring that the computer is repaired quickly and at no cost during its three-year life.

Maintaining Asset Database

(20) The establishment and recording of asset records relating to computer workstations, including those purchased under lease agreements, will be the responsibility of Financial Operations.

(21) Computer workstations will be allocated a unique barcode label which is required for identification and audit purposes, and must remain affixed to the asset. The maintenance of the University's Asset Database, will be the responsibility of Financial Operations.

Asset Records

(22) It is the responsibility of the Faculty and Work Unit to ensure that asset records are maintained and accurate for their area, and to advise the Asset Management Unit (AMU) of any change to the status of assets, including location and or custodian. Any changes to asset records can be advised to the AMU. It will be the responsibility of Financial Operations to update the Asset Database accordingly. Note: Asset Equipment Reports are available upon request, please contact assets@scu.edu.au Support and Delivery

Technology Services Supported Services

(23) Technology Services will limit support to a range of services publicised in the Technology Services Baseline Service Level Agreement. The University's SOE is the supported software applications which users use to access Technology Services services.

Standard Operating System for all New Computer Workstations

(24) All new equipment will be delivered preinstalled with the University's SOE. The new equipment will be supported and maintained by Technology Services for normally three years after initial purchase.

Support Requests

(25) All support requests are to be channelled through the relevant IT Service Desk. Users are to retain their service request number and use this as the reference. Technology Services will maintain a list of service contact points on the Technology Services website. Service will be provided in accordance to service level agreements.

(26) Staff may log and track their support requests via the Online Helpdesk link on the Technology Services website.

(27) Software to enable remote support of computer workstations is included as part of the SOE and therefore access to workstations will be done remotely by the relevant Technology Services administrator.

Service and Support for Non-standard Software

(28) Technology Services will provide support for applications within the SOE. The Director, Technology Services or nominated Manager may charge or refuse service requests on software that does not appear within the SOE. For systems and products not contained within the SOE, service level agreements may be drawn up to formalise and

manage the delivery of service.

Service and Support for Non-standard Equipment

(29) Technology Services will not provide support for non-standard equipment; this may include equipment without a University asset number, equipment used in specialised laboratories and equipment brought outside the University's method of procurement. The Director, Technology Services or nominated Manager may charge or refuse service requests on non-standard equipment. For non-standard equipment, service level agreements may be drawn up to formalise and manage the delivery of service.

Support Provided to University Staff Home Computers

(30) Technology Services will provide assistance to University staff with configuring home computers to access University remote access dial-up and internet services.

Support for Peripheral Devices

(31) Technology Services will maintain a list of supported peripheral devices e.g. printers and Personal Digital Assistants (PDA). Technology Services will provide advice and guidance on the supported peripheral devices. The Director, Technology Services or Nominated Manager may charge or refuse service requests for peripheral devices that do not appear on the list.

Work at Home Staff Software

(32) Technology Services are part of a CAUDIT agreement with Microsoft which incorporates a Microsoft Work at Home Scheme, allowing staff to obtain software for use at home for academic and work purposes. Costs of media and the products available are detailed in the Microsoft Work at Home Media Order Form. Select the products you wish to order and fax a completed Microsoft Media Order Form to our vendor. This agreement runs until March 2015.

Delivery of All New Computer Workstations

(33) The delivery of new computer workstations will be through Technology Services via the Stores process on each campus. The Stores department will asset and deliver all new workstations to Technology Services to install the SOE.

(34) Technology Services staff will arrange delivery to the Faculty or Work Unit after installation of the SOE.

Part G - Backup

Data Storage and Backup

(35) All users have access to an area on network file servers to provide data storage and backup. Data storage limits apply. Technology Services does everything possible to provide network storage areas for the user. It is the responsibility of the user to back-up their data to appropriate media.

Archiving and Deletion of Files

(36) It is the user's responsibility to take all reasonable measures to safeguard against any loss of information within the University's computing and telecommunication facilities. The University will endeavour to safeguard against the possible loss of information within the University's computing and telecommunication facilities but will not be liable in the event of any such loss.

(37) On cessation of employment or enrolment, the University will remove without notice any user's data. The University will retain a user's data for a given period of time, only on request to Technology Services from the user prior to cessation.

Part H - Advice and Assistance

(38) As first point of contact to information, the Technology Services website offers information on Preferred Suppliers, standards and requirements. For more detailed matters on specifications and preferred suppliers contact the relevant IT Service Desk.

- a. Lismore Campus - Email servicedesk@scu.edu.au or Phone: 02 6620 3698
- b. Tweed/Gold Coast Campus - Email servicedesk@scu.edu.au or Phone: 02 6620 3698
- c. Coffs Harbour Campus - Email chec.servicedesk@scu.edu.au or Phone: 02 6659 3080

Part I - Training

(39) Training on Email software will be available to staff throughout the year by Technology Services. Technology Services will determine the training sessions, times, availability and will be advertised via email and the Technology Services website.

(40) Training in other software applications such as the Microsoft Office suite is offered via the HR Services.

Part J - Security

(41) The physical security of computer equipment is the responsibility of the custodian. The custodian should take adequate steps to ensure equipment is secure from loss or theft. All new computer workstations at the University will be purchased with a lock down device.

(42) Technology Services provide anti-virus software as part of the University's SOE; it is the responsibility of Technology Services to ensure automated updates are working correctly. It is the responsibility of the custodian to report anomalies if automated updates are not working correctly. Users are also required to change passwords on a regular basis to ensure system security in accordance with the University Security Policies.

(43) Users should ensure they secure/lock workstations when unattended.

Section 3 - Related Policies, Documents, Legislation and Strategic Priorities

Institutional Context

(44) Faculties and Schools and affiliates of the University will decide on appropriate computer workstations for their staff members.

(45) Under the centrally funded computer laboratories Technology Services will select through a determined process the best model of computer workstation for student use.

Section 4 - Responsibilities

Responsibilities and Approvals

(46) The Director, Technology Services (DTS) will recommend to the University Executive appropriate Computer Workstation Policy to meet the operational needs of the University.

(47) The Director, Technology Services is responsible for the periodic review and recommended changes to the

Computer Workstation Policy to ensure they remain valid and consistent.

(48) The Director, Technology Services is responsible for ensuring that the Computer Workstation Policy is observed with regard to the services under the control and management of Technology Services.

(49) Each Head, Faculty, Head, Department, Head, Centre, Head of School, Head of Work Unit is responsible for providing education and awareness to ensure that all staff and students associated with their area comply with the Computer Workstation Policy.

(50) It is the responsibility of the user to back-up their data to appropriate media.

Section 5 - Procedures

(51) This document outlines two procedures

- a. Trade-in or Disposal Procedures (via the purchase of new equipment)
- b. Disposal Procedure (excluding Trade-in)

Part K - Trade-in or Disposal Procedure (via the purchase of new equipment)

(52) Select Preferred Supplier

- a. HP - trade-in goes to Shaws.
- b. Apple - trade-in goes to NextByte.
- c. Dell - no trade-in, equipment goes to Technology Services to arrange disposal with a recycling company.
 - i. Note - Trade-in equipment must be in working order. Quotes will be supplied from SCU preferred suppliers for the trade-in value. Dell do not trade computers, therefore please refer to disposal procedure.

(53) Collect the Trade-in information you will need to provide to your Preferred Supplier if you are using Shaws or NextByte. These details include:

- a. Computer/Printer Make;
- b. Model Name;
- c. Serial Number;
- d. Asset No;
- e. Processor Type & Speed;
- f. Memory Size;
- g. Monitor Size;
- h. Monitor Type;
- i. CDROM; and
- j. Mouse & Keyboard.
 - i. Note - Technology Services can assist you in obtaining this information if necessary.

(54) Create an Ereq in the E-TRANS system.

- a. Enter details of new computer purchase

- b. Select your Computer Trade-in GL code.
- c. Enter "Trade-in Computer" in the product/description area.
- d. Enter quantity, and the trade-in amount quoted by preferred supplier.
 - i. The trade-in amount will be deducted from the purchase price.
- e. Enter a comment line with the asset number and a brief description,
 - i. e. Asset No 111333 Compaq Armarda Laptop
- f. Go to the Extra Details section and in the SCU Internal Comment Box enter the full details of the trade-in or disposal, including Asset No, or in the case of when an asset number is not available a serial number.
 - i. Model, Make, Monitor etc.
 - ii. Note: - These details are extremely important and will be used to remove the trade-in or disposed equipment from the University Asset Register.
 - iii. Please ensure they are correct.
- g. Attach quote from supplier to Ereq.

(55) Identify trade-in or disposal equipment.

(56) When trading equipment write the ereq number and supplier on a GREEN trade-in sticker and place it on the equipment.

(57) When disposing of equipment write the ereq number on a RED disposal sticker (or draw a large red cross) and place it on the equipment.

- a. Note: - The above information will be cross referenced with e-req to ensure that all trade-in or disposed equipment is removed from the University premises.

(58) Log a call request with the IT Service Desk to arrange installation of the new equipment.

(59) If the trade-in or disposal equipment was not taken away at the time of installation of the new equipment, contact Facilities to arrange collection of the trade-in or disposal.

- a. Note: - Equipment must have a green trade-in or red disposal sticker with relevant information for it to be collected.

(60) Technology Services will ensure all software licences and data is removed from the equipment prior to pick-up from Preferred Supplier or disposal.

Disposal Procedure (excluding Trade-in)

(61) Equipment deemed not fit for use due to age, malfunction, or not viable for repair, needs to be written off the University's asset database and disposed of with the approval of Tender Board.

(62) Complete the "[Application to Dispose of Assets](#)" form and obtain the necessary authorising approval from your Cost Centre or nominated delegate.

(63) Ensure your current email address is included on the form.

(64) IMPORTANT: Equipment pickup location must also be included on this form.

(65) Forward completed disposal application form to the Assets Officer, Financial Operations, who will complete the equipment's financial and purchase details and submit the application to Tender Board.

(66) Place a RED disposal sticker (or draw a large red cross), available from your admin area, on the equipment. One sticker per item (stickers are also available from Technology Services).

(67) An email will be sent to you from the Asset Management Unit (AMU) advising you of the outcome of your application. (It is the responsibility of the AMU to notify maintenance staff to arrange prompt collection of Tender Board approved redundant equipment. Maintenance staff will not collect the nominated equipment until notification from AMU.)

(68) Technology Services will erase all data or remove the hard disk drives from disposed computers.

(69) Redundant equipment in the IT storage facility under the Library will be removed by Tender Board approved charitable organisations.

Status and Details

Status	Historic
Effective Date	14th August 2012
Review Date	14th April 2015
Approval Authority	Vice Chancellor
Approval Date	10th August 2012
Expiry Date	17th February 2019
Head of Work Unit	Naomi Downs Chief Information Officer
Enquiries Contact	